



## UNITED STATES PATENT AND TRADEMARK OFFICE

FORM CD-260  
REV. 6-86  
DAO 202-335

### DELEGATED EXAMINING

Vac Ann No: **SL-07-0082-DE**  
Issue Date: **01/04/07**  
Closing Date: **01/18/07**

# VACANCY ANNOUNCEMENT

#### TITLE, SERIES, AND GRADE

Information Technology Specialist,  
GS-2210-9/11/12  
Full Performance Level: GS-12  
2007 Salary Range:  
GS-9: \$50,471 - \$65,611  
GS-11: \$56,369 - \$73,  
GS-12: \$66,767 - \$86,801  
Work Schedule: Full-time  
Multiple positions  
Competitive Service  
NTEU 243 bargaining unit position

#### VACANCY LOCATION

U.S. Patent and Trademark Office  
Search and Information Resources  
Administration  
Office of Patent Automation  
Alexandria, Virginia

#### AREA OF CONSIDERATION

All U.S. Citizens  
CTAP/ICTAP Eligibles

**This vacancy is also being announced as Vacancy Ann. No. SL-07-0081-MP under Merit Promotion Procedures. Note: Applicants must apply separately for each announcement to be considered under both vacancy announcements.**

**POSITION SENSITIVITY: THIS IS A MODERATE-RISK POSITION WHICH REQUIRES A MINIMUM BACKGROUND INVESTIGATION (MBI).**

**DUTIES:** The incumbent will provide Information Technology (IT) support and service to users of the patent automated systems and tools to include participants in the Patent Hoteling Program (PHP) and other tele-work programs. Support will include providing general office automations, desktop and computer support, audiovisual and training support to patent professionals, management staff, IT project managers and other USPTO information technology specialists and program staff. The incumbent will also be responsible for: Diagnosing and resolving problems in response to customer reported incidents; Researching, evaluating, and providing feedback on problematic trends and patterns on customer support requirements; Ensuring application of information security, principles and practices in the delivery of customer support services; Conducting technical reviews of office automation requests and providing technical assistance on hardware, software and telecommunications issues; Supporting higher graded specialists as assigned on larger program areas and with more complex issues and problems; Assisting in the research, evaluation, preparation, testing, installation and support of hardware, software, and audiovisual systems which facilitate information transfer among the various users of USPTO's IT systems and facilities; Maintaining up-to-date knowledge of the state-of-the-art of IT hardware, software, networking, and audiovisual technologies; Monitoring current IT and AV resources, trends, and expenditures for consistency with user requirements.

#### SUMMARY OF QUALIFICATION REQUIREMENTS:

Applicants must have one year of specialized experience which has equipped them with particular knowledge, skills, and abilities to successfully perform the duties of the position, which is typical to the work of the position to be filled, and is equivalent to the next lower grade level (For GS-9 one year at or equivalent to the GS-7 grade level, for the GS-11, one year at or equivalent to the GS-9 grade level, and for the GS-12, one year at or equivalent to the GS-11 grade level) in the Federal Service. Specialized experience in conducting automated information system project planning, development, deployment and maintenance support for the patent business areas. This office either directly or indirectly tasks the work of contractors in support of these projects.

Status applicants considered under Merit Program Procedures are subject to time-in-grade requirements in accordance with 5 CFR 300.604. CTAP/ICTAP candidates will be determined to be well qualified if they score 90 or higher when rated against the crediting plan.

#### EVALUATION OF QUALIFIED CANDIDATES:

**Will be on the basis of experience, training, awards, supervisory appraisals, and the following factors. Failure to address each factor may have an impact upon your ranking.**

1. Knowledge of IT infrastructures; IT security principles and policies; and knowledge of new IT and Audiovisual products and services sufficient to install, configure, and test software on customer workstations and in educational, hoteling and/or conferencing environment.

**NOTICE TO ALL APPLICANTS:** US Patent and Trademark Office programs are accessible to people with disabilities. This document will be converted to an appropriate alternative form for applicants with disabilities. Requests for this or other assistance and accommodation should be directed to the contact above.



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2. Knowledge of customer service and customer support principles and methods sufficient to participate in the planning and delivery of a full range of IT and AV customer support services to an organization.
3. Experience providing office automation, desktop and audiovisual support to various customers and support organizations.
4. Ability to communicate both orally and in writing with customers on issues related to IT, office automation and AV.

**SELECTIVE FACTOR:** Candidate must possess the following for consideration: Not Applicable

### **TO APPLY - SUBMIT THE FOLLOWING:**

1. Candidates may submit a SF-171, Application for Federal Employment, an OF-612 or resume.
2. Vacancy announcement number, position title and grade level(s) you are applying for must be recorded on the application submitted. If the grade level is not indicated, candidates will be considered only at the highest grade for which qualified.
3. College transcript or List of College Courses and Certificate of Scholastic Achievement.

**FOR SPECIFIC INFORMATION CALL:** SABRINA LEWIS (571) 272-8325 TDD# 1-800-828-1120 or Relay System

For more employment opportunities visit our web site at [WWW.USPTO.GOV](http://WWW.USPTO.GOV)

### **MAILING ADDRESS:**

US Patent and Trademark Office  
Mail Stop 171  
Office of Human Resources  
P.O. Box 1450  
Alexandria, VA 22313-1450

### **WHERE TO APPLY IN PERSON:**

US Patent and Trademark Office  
Office of Human Resources  
Elizabeth Townhouse  
Customer Service Center, 1a79  
550 Elizabeth Lane  
Alexandria, VA 22314

### **GENERAL INFORMATION**

1. Applications mailed in Government franked envelopes will not be considered.
2. Applications submitted by telefax will not be considered.
3. Applications submitted by email will not be considered.
4. Applications submitted by mail with a postmark of on or before the closing date of this announcement will be considered only if received in the USPTO, Office of Human Resources, within five (5) working days of the closing date.
5. Applicants must meet all eligibility requirements by the closing date of the vacancy announcement.
6. Applicants must be citizens of the United States (or owe allegiance to the United States). Additional information can be found at [www.uscis.gov](http://www.uscis.gov).
7. Applicants with disabilities, disabled veterans, or any other applicants eligible for non-competitive appointment under special appointing authorities not requiring competitive status should clearly specify their special eligibility on their application.
8. If selected, male applicants born after December 31, 1959, must confirm their selective service registration status. Certification forms are available at most Federal agency personnel offices or from the U.S. Office of Personnel Management.
9. Applications will not be returned to applicants.
10. Applicants will receive notification of the outcome of a vacancy announcement as soon as possible after a selection is made.
11. Qualification requirements in the vacancy announcement are based on OPM Qualifications Standards for General Schedule positions.
12. Privacy Act requirements (PL 93-579): the application forms prescribed are used to determine qualification for promotion, reassignment, or employment and are authorized under Title 5, U.S.C. sections 3302 and 3360.
13. Candidates outside of the USPTO who are referred for consideration will be required to complete the Declaration for Federal Employment, OF-306.
14. For any vacancy, employees of the Department of Commerce may be considered before other applicants.
15. Relocation expenses will not be covered.

The United States Patent and Trademark Office will provide reasonable accommodations to applicants with disabilities. If a reasonable accommodation is needed for any part of the application process, please notify the human resources representative identified under the 'How To Apply' section of this announcement. Decisions on reasonable accommodation will be made on a case-by-case basis.

### **VACANCY ANNOUNCEMENT SUPPLEMENTAL INFORMATION**

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ALL QUALIFIED APPLICANTS WILL BE CONSIDERED REGARDLESS OF AGE, RACE COLOR, SEX, CREED, NATIONAL ORIGIN, LAWFUL POLITICAL AFFILIATION, NON-DISQUALIFYING HANDICAP, MARITAL STATUS, SEXUAL ORIENTATION, AFFILIATION WITH AN EMPLOYEE ORGANIZATION, OR OTHER NON-MERIT FACTOR.

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### REGARDLESS OF WHICH APPLICATION FORM/FORMAT IS USED, APPLICANTS SHOULD ADDRESS THE FOLLOWING:

- 1. The announcement number, title and grade of the position for which you are applying.**
- 2. Personal information**
  - a. Full name, mailing address (including ZIP Code), home and work telephone numbers (including area codes)
  - b. Social security number
  - c. Country of citizenship
  - d. Veteran's preference: If you wish to claim 5-point veterans preference or if you are applying under the Veterans Readjustment Appointment provisions, you must include dates of military service and a copy of each Certificate of Release or Discharge from Active Duty, DD-214. If you are claiming 10-point veterans preference, you must also include SF-15 and the appropriate proof required by that form.
  - e. Competitive status: if you are a current or former Federal employee, and if the announcement is open to status applicants only or if you wish to be considered as a status applicant, you must submit a copy of your SF-50, Notification of Personnel Action, which shows you have status.
  - f. Veterans who are preference eligible or who have been separated from the armed forces with honorable conditions after 3 years or more of continuous active service may apply. (Under merit promotion procedures.)
  - g. Highest federal civilian grade held, including job series and dates held.
- 3. Education**
  - a. High school - name, city, state and ZIP Code (if known) and date you received diploma or GED.
  - b. Colleges and universities - name, city, state and ZIP Code (if known), majors(s), type(s) of degree(s) received and date(s) received. If you did not receive a degree, show total credits earned and indicate whether semester or quarter hours. Submit copies of undergraduate and/or graduate transcripts if the announcement specifies minimum education requirements, if you are qualifying based on allowable substitution of education for experience or if you are qualifying based on Superior Academic Achievement (see the announcement for details).
- 4. Job-Related Work Experience (Paid and Non paid)**
  - a. Job title (include series and grade if Federal)
  - b. Duties and accomplishments
  - c. Employer's name and address
  - d. Supervisor's name and telephone number
  - e. Starting and ending dates (month and year)
  - f. Hours per week,
  - g. Salary
  - h. Indicate if we may contact your current supervisor.
- 5. Other Qualifications**
  - a. Job-related training courses (title and year)
  - b. Job-related skills (i.e., other languages, computer hardware/software, tools machinery, etc.)
  - c. Typing and/or stenography speed
  - d. Job-related certificates and licenses (current only). Do not send copies unless required in the announcement.

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Job-related honors, awards and special accomplishments (i.e., publications, memberships in professional or honor societies, leadership activities, public speaking, performance awards, etc.) Give dates but do not send documents unless required.